



Cisco ASDM Release Notes Version 5.0

May 2005

Contents

This document contains release information for Cisco ASDM Version 5.0 on Cisco PIX 500 series and Cisco ASA 5500 series security appliances 7.0(1). It includes the following sections:

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Introduction

Cisco Adaptive Security Device Manager (ASDM) delivers world-class security management and monitoring services for Cisco PIX 500 and ASA 5500 series security appliances through an intuitive, easy-to-use, web-based management interface. Bundled with supported security appliances, the device manager accelerates security appliance deployment with intelligent wizards, robust administration tools, and versatile monitoring services that complement the advanced security and networking features offered by Cisco PIX 500 and ASA 5500 series security appliance software Version 7.0(1). Its secure, web-based design enables anytime, anywhere access to security appliances.



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New Platform Features

The PIX 500 and ASA 5500 series security appliances 7.0(1) introduce significant enhancements to firewall and inspection capabilities, VPN services, network integration, high availability, and management/monitoring features. ASDM supports these new platform features.

This document contains release information about ASDM only. For detailed information on new platform features, see [Cisco ASA 5500 Series Release Notes](#) or [Cisco PIX Security Appliance Release Notes](#).

New Device Manager Features

The following table highlights the new device manager features in this release.

Feature	Benefits
Dynamic Dashboard (ASDM Home Page)	<ul style="list-style-type: none"> Displays detailed device and licensing information for quick identification of system and resources available. Displays real-time system and traffic profiling .
Real-time Log Viewer	<ul style="list-style-type: none"> Displays real-time syslog messages. Advanced filtering capabilities make it easy to focus on key events.
Improved Java Web-Based Architecture	<ul style="list-style-type: none"> Accelerates the loading of ASDM with optimized applet caching capability. Provides anytime, anywhere access to all management and monitoring features.
Downloadable ASDM Launcher (on Microsoft Windows 2000 or XP operating systems only)	<ul style="list-style-type: none"> Lets you download and run ASDM locally on your PC. Multiple instances of ASDM Launcher provide administrative access to multiple security appliances simultaneously, from the same management workstation. Automatically updates the software based on the installed version on the appliance, enabling consistent security management throughout the network.
Comprehensive Cisco PIX and ASA Security Appliances Software Version 7.0(1) Feature Support	Provides support for more than 50 new features introduced in Cisco PIX 500 and ASA 5500 series security appliance software Version 7.0(1), such as transparent firewall, PIM sparse mode, QoS, and Active/Active failover, in addition to existing features such as OSPF and VLAN.
Advanced Application and Protocol Inspection Configuration	Delivers robust management and monitoring capabilities for 30 specialized inspection engines that provide rich application control security services for numerous protocols, including HTTP, FTP, Extended Simple Mail Transfer Protocol (ESMTP), Domain Name System (DNS), Simple Network Management Protocol (SNMP), ICMP, SQL*Net, Network File System (NFS), H.323 Versions 1-4, SIP, Cisco Skinny Client Control Protocol (SCCP), Real-Time Streaming Protocol (RTSP), GTP, Internet Locator Service (ILS), and SunRPC.

Feature	Benefits
World-class Management of Virtualized Security Services	<ul style="list-style-type: none"> • Enables the rapid creation of multiple security contexts (virtual firewalls) within a single security appliance, with each context having its own set of security policies, logical interfaces, and administrative domain. • Lets you conveniently consolidate multiple firewalls into a single physical appliance or failover pair while retaining the ability to manage each of these virtual instances separately. • Allows service providers to deliver resilient multi-tenant firewall services with a pair of redundant appliances.
Robust Security Features	<ul style="list-style-type: none"> • Provides high-grade encryption through Secure Sockets Layer (SSL) protocol support in addition to support for DES and 3DES. • Provides 16 granular levels of user authorization.
Multiple Language Operating System Support	Supports both the English and Japanese versions of the Microsoft Windows operating systems listed under System Requirements .

System Requirements

This section includes the following topics:

- [Hardware Requirements](#)
- [Client PC Operating System and Browser Requirements](#)

Hardware Requirements

ASDM software runs on the following platforms:

- Cisco ASA 5510 security appliance
- Cisco ASA 5520 security appliance
- Cisco ASA 5540 security appliance
- SSM-10
- SSM-20
- PIX 515/515E
- PIX 525
- PIX 535



Note

ASDM is not currently supported on PIX 501, PIX 506/506E, or PIX 520 hardware.

For more information on minimum hardware requirements, see:

<http://www.cisco.com/en/US/docs/security/asa/asa70/asdm50/webhelp/sysreq.html>

Certain features, such as load balancing and QoS, require particular hardware platforms. Other features require licensing. For more information on feature support for each platform license, see:

http://www.cisco.com/en/US/docs/security/asa/asa70/asdm50/webhelp/gen_info_licenses.html

Client PC Operating System and Browser Requirements

Table 1 lists the supported and recommended PC operating systems and browsers for Version 5.0.

Table 1 Operating System and Browser Requirements

	Operating System	Browser	Other Requirements
Windows ¹	Windows 2000 (Service Pack 4) or Windows XP operating systems	Internet Explorer 6.0 with Sun Java ² Plug-in 1.4.2 or 1.5.0 Note HTTP 1.1—Settings for Internet Options > Advanced > HTTP 1.1 should use HTTP 1.1 for both proxy and non-proxy connections. Netscape 7.1/7.2 with Sun Java Plug-in 1.4.2 or 1.5.0	SSL Encryption Settings —All available encryption options are enabled for SSL in the browser preferences.
Sun Solaris	Sun Solaris 8 or 9 running CDE window manager	Mozilla 1.7.3 with Sun Java Plug-in 1.4.2 or 1.5.0	
Linux	Red Hat Linux 9.0 or Red Hat Linux WS, Version 3 running GNOME or KDE	Mozilla 1.7.3 with Sun Java Plug-in 1.4.2	

1. ASDM is not supported on Windows 3.1, 95, 98, ME or Windows NT4.

2. Get Sun Java from java.sun.com

Usage Notes

This section includes the following topics:

- [Upgrading to a New Software Release](#)
- [Getting Started with ASDM](#)
- [Unsupported Characters](#)
- [ASDM CLI Does Not Support Interactive User Commands](#)
- [Printing from ASDM](#)
- [Unsupported Commands](#)
- [Securing the Failover Key](#)

Upgrading to a New Software Release

If you have a Cisco Connection Online (CCO) login, you can obtain software from the following website:

<http://www.cisco.com/public/sw-center/index.shtml>

Refer to *Guide for Cisco PIX 6.2 and 6.3 Users Upgrading to Cisco PIX Software Version 7.0* for more information.



Note

Before you upgrade your device manager, upgrade your platform software to Cisco PIX software Version 7.0.

To upgrade from PIX Device Manager to ASDM, perform the following steps:

-
- Step 1** Copy the ASDM binary file (asdm-501.bin) to a TFTP or FTP server on your network.
- Step 2** Log in to your security appliance using the console (or other appropriate method that you have configured).
- Step 3** Ensure that you have connectivity from your security appliance to your TFTP/FTP server.
- Step 4** If you have an existing copy of the PIX Device Manager, delete it:
- ```
delete flash:/pdm
```
- Step 5** Copy the ASDM binary onto your security appliance using the appropriate command:
- For TFTP: `copy tftp://your-server-IP/pathtofile flash:/asdm-501.bin`
  - For FTP: `copy ftp://your-server-IP/pathtofile flash:/asdm-501.bin`



### Note

For more information on the `copy` command and its options, see the *Cisco Security Appliance Command Reference*.

- Step 6** If you have more than one ASDM image, enter the following command to configure the location of the ASDM image:
- ```
asdm image flash:/asdm501.bin
```
- Step 7** Enter the following command to enable the HTTPS server on the device:
- ```
http server enable
```
- Step 8** Identify the systems or networks that are allowed to access ASDM by specifying one or more hosts/networks, using the following command:
- ```
http 10.1.1.1 255.255.255.255 inside
```

where IP address 10.1.1.1 is a host that can access ASDM and which is connected via the inside interface. Refer to *Cisco Security Appliance Command Reference* for more information on the options to the `http` command.

- Step 9** Verify that ASDM is installed correctly by connecting from the client system (10.1.1.1 in the preceding example) to the security appliance, using a supported browser. For example:

```
https://10.1.1.254/admin/
```

where 10.1.1.254 is the IP address of the inside interface of the device in Step 8.



Note

ASDM requires Java Plug-in software. After you install ASDM, download the latest Java Plug-in from the following site: <http://www.cisco.com/cgi-bin/tablebuild.pl/java2>.

Deleting Your Old Cache

In early beta releases of ASDM and in previous releases of PDM (Versions 4.1 and earlier), the device manager stored its cache in: `<userdir>\pdmcache`. For example, `D:\Documents and Settings\jones\pdmcache`.

Now, the cache directory for ASDM is in: `<user dir>\.asdm\cache`.

The File > Clear ASDM Cache option in ASDM clears this new cache directory. It does not clear the old one. To free up space on your system, if you are no longer using your older versions of PDM or ASDM, delete your `pdmcache` directory manually.

Getting Started with ASDM

If you are using ASDM for the first time on a new security appliance, follow the instructions in this section to get started using ASDM. If you are upgrading an existing device, see [Upgrading to a New Software Release, page 5](#).

Because ASDM uses a GUI interface, it requires that you access it from a PC using a supported web browser. For the supported browsers, see the “[Client PC Operating System and Browser Requirements](#)” section on page 4.

Before You Begin

Before using ASDM for the first time, do the following:

-
- Step 1** Set up your security appliance.
- Step 2** Connect your PC directly to the security appliance via the port Ethernet 1.
- Step 3** Do one of the following:
- Either configure your PC for DHCP, or
 - Make sure your PC is on the same subnet as the security appliance. (The default IP address for the security appliance is: 192.168.1.1. The default subnet mask is 255.255.255.0.)
 - If you want to configure transparent firewall mode on your security appliance, enter the CLI **setup** command. Refer to the [Cisco Security Appliance Command Line Configuration Guide](#) for more information.
-

Starting ASDM

To start ASDM for the first time, perform the following steps:

- Step 1** Start ASDM from a supported web browser connected to the security appliance by entering the URL: `https://192.168.1.1/admin/` where 192.168.1.1 is the IP address of the security appliance.



Note Be sure to enter `https`, not `http`.

- Step 2** Click **OK** or **Yes** to all prompts, including the name and password prompt. No name or password is required for a new device.

If ASDM does not start, check the device configuration. Your security appliance should be configured to accept ASDM configuration on its inside interface. (A new security appliance is configured this way by default.) If you need to modify the configuration to reestablish this default setting, use the CLI. Include configuration information similar to the following.



Note This example is of a PIX security appliance in single mode. If you are using an ASA security appliance, use the `Management0/0` interface in place of `Ethernet1`.

```
interface Ethernet1
  nameif inside
  security-level 100
  ip address 192.168.1.1 255.255.255.0
http server enable
http 0.0.0.0 0.0.0.0 inside
```

where the IP address 192.168.1.1 is on the same subnet as your security appliance and `inside` is the default name of the interface. (You might give your interface a different name, such as “management.”)

The `http server enable` command with the `inside` argument enables the HTTP(S) server on the security appliance interface named `inside`. The `http` command with the `0.0.0.0 0.0.0.0` arguments allows HTTP traffic from any and all IP addresses and subnet masks to the HTTP server through the interface named `inside`. For more information, see the `http` and `http server enable` commands in the [Cisco Security Appliance Command Reference](#).



Note Refer to the `configure factory defaults` or `setup` command in the [Cisco Security Appliance Command Line Configuration Guide](#) for more information on using the CLI to reestablish factory default settings.

Using the Startup Wizard

The Startup Wizard helps you easily configure a single mode device or a context of a multiple mode device.

Use the Startup Wizard to configure the basic set-up of your security appliance:

-
- Step 1** *If your security appliance is in multi mode, for each new context, do the following:*
- a. Create a new context using the **System > Configuration > Features > Security Context** panel.
 - b. Be sure to allocate interfaces to the context.
 - c. When you apply the changes, ASDM prompts you to use the Startup Wizard.
 - d. Click the **Context** icon on the upper header bar and select the context name from the Context menu on the lower header bar.
 - e. Click **Context > Configuration > Wizards > Startup**.
 - f. Click **Launch Startup Wizard**.
- If your security appliance is in single mode:*
- a. Click **Configuration > Wizards > Startup**.
 - b. Click **Launch Startup Wizard**.
- Step 2** Click **Next** as you proceed through the Startup Wizard panels, filling in the appropriate information in each panel, such as device name, domain name, passwords, interface names, IP addresses, basic server configuration, and access permissions.
- Step 3** Click **Finish** on the last panel to transmit your configuration to the security appliance. Reconnect to ASDM using the new IP address, if the IP address of your connection changes.
-

(Optional.) You can now enter other configuration details on the **Configuration > Features** panels.

VPN Wizard

The VPN Wizard configures basic VPN access for site-to-site or remote-client access. The VPN Wizard is available only for security appliances running in single context mode with routed (not transparent) firewall mode.

-
- Step 1** Start ASDM.
- Step 2** Click **Configuration > Wizards > VPN**. Click **Launch VPN Wizard**.
- Step 3** Supply information on each wizard panel. Click **Next** to move through the VPN Wizard panels. You may use the default IPSec and IKE policies. Click the **Help** button for more information on each field.
- Step 4** After you complete entering the VPN Wizard information, click **Finish** on the last panel to transmit your configuration to the security appliance.
- You can now test the configuration.
-

Bootstrapping LAN Failover

This section describes how to implement failover on security appliances connected via a LAN.

If you are connecting two ASA security appliances for failover, you must connect them via a LAN. If you are connecting two PIX security appliances, you can connect them using either a LAN or a serial cable.



Tip If your PIX security appliances are located near each other, you might prefer connecting them with a serial cable to connecting them via the LAN. Although the serial cable is slower than a LAN connection, using a cable prevents having to use an interface or having LAN and state failover share an interface, which could affect performance. Also, using a cable enables the detection of power failure on the peer device.

As specified in the *Cisco Security Appliance Command Line Configuration Guide*, both devices must have appropriate licenses and have the same hardware configuration.

Before you begin, decide on active and standby IP addresses for the interfaces ASDM connects through on the primary and secondary devices. These IP addresses must be assigned to device interfaces with HTTPS access.

To configure LAN failover on your security appliance, perform the following steps:

Step 1 Configure the secondary device for HTTPS IP connectivity. Use the **configure factory defaults** or the **setup** CLI command to assign the standby IP address to the ASDM interface on the secondary device.

Step 2 After configuration, the secondary device, has a configuration such as the following. (If you are using an ASA security device, replace the interface `Ethernet1` with `Management0/0`.)

```
interface Ethernet1
  nameif inside
  security-level 100
  ip address 192.168.1.2 255.255.255.0
  http server enable
  http 0.0.0.0 0.0.0.0 inside
```

where in this example IP address 192.168.1.2 is the standby IP address of the ASDM interface on the secondary device.

Step 3 Configure the primary device for HTTPS IP connectivity using the active IP address for the ASDM interface.

Step 4 Connect the pair of devices together and to their networks in their failover LAN cable configuration.

Step 5 Start ASDM from the primary device through a supported web browser. (See the section [Starting ASDM](#), page 7.)

Step 6 Perform one of the following steps, depending on your security context mode:

- a. If your device is in multiple security context mode, click **Context**. Choose the **admin** context from the **Context** drop-down menu, and click **Configuration > Features > Properties > Failover**.
- b. If your device is in single mode, click **Configuration > Features > Properties > Failover**. Click the **Interfaces** tab.

Step 7 Perform one of the following steps, depending on your firewall mode:

- a. If your device is in routed mode: configure standby addresses for all routed mode interfaces.
- b. If your device is in transparent mode: configure a standby management IP address.



Note Interfaces used for failover connectivity should not have names (in single mode) or be allocated to security contexts (in multiple security context mode). In multiple context mode, other security contexts may also have standby IP addresses configured.

- Step 8** Perform one of the following steps, depending on your security context mode:
- a. If your device is in multiple security context mode: click **System > Configuration > Features > Failover**.
 - b. If your device is in single mode: click **Configuration > Features > Properties > Failover**.
- Step 9** On the **Setup** tab of the **Failover** panel under **LAN Failover**, select the interface that is cabled for LAN failover.
- Step 10** Configure the remaining **LAN Failover** fields.
- Step 11** (Optional) Provide information for other fields in all of the failover tabs. If you are configuring Active/Active failover, you must configure failover groups in multiple security context mode. If more than one failover pair of devices coexist on a LAN in Active/Active failover, provide failover-group MAC addresses for any interfaces on shared LAN networks.
- Step 12** On the **Setup** tab, select the **Enable Failover** check box. If you are using the PIX 500 series security appliance, select the **Enable LAN rather than serial cable failover** check box.
- Step 13** Click **Apply**, read the warning dialog that appears, and click **OK**. A dialog box about configuring the peer appears.
- Step 14** Enter the IP address of the secondary device, which you configured as the standby IP address of the ASDM interface. Wait about 60 seconds. The standby peer still could become temporarily inaccessible.
- Step 15** Click **OK**. Wait for configuration to be synchronized to the standby device over the failover LAN connection.

The secondary device should now enter standby failover state using the standby IP addresses. Any further configuration of the active device or an active context is replicated to the standby device or the corresponding standby context.

ASA Interface Supports Either WebVPN or ASDM Admin Session

The security appliance supports either WebVPN or an ASDM administrative session on an interface, but not both simultaneously. To use ASDM and WebVPN at the same time, configure them on different interfaces.

Unsupported Characters

ASDM does not support any non-English characters or any other special characters. If you enter non-English characters in any text entry field, they become unrecognizable when you submit the entry, and you cannot delete or edit them.

If you are using a non-English keyboard or usually type in language other than English, be careful not to enter non-English characters accidentally.

Workaround:

For workarounds, see CSCeh39437 under [Caveats, page 14](#).

ASDM CLI Does Not Support Interactive User Commands

ASDM provides a CLI tool (click **Tools > Command Line Interface...**) that allows you to enter certain CLI commands from ASDM. For a list of specific commands that are not support, see [Unsupported Commands, page 12](#).

The ASDM CLI feature also does not support *interactive* user commands. If you enter a CLI command that requires interactive confirmation, ASDM prompts you to enter “[yes/no]” but does not recognize your input. ASDM then times out waiting for your response.

For example:

1. On the ASDM **Tools** menu, click **Command Line Interface**.

2. Enter the command: `crypto key generate rsa`

ASDM generates the default 1024-bit RSA key.

3. Enter the command again: `crypto key generate rsa`

Instead of regenerating the RSA keys by overwriting the previous one, ASDM displays the following error:

```
Do you really want to replace them? [yes/no]:WARNING: You already have RSA
ke00000000000000$A key
Input line must be less than 16 characters in length.
```

```
%Please answer 'yes' or 'no'.
Do you really want to replace them [yes/no]:
```

```
%ERROR: Timed out waiting for a response.
ERROR: Failed to create new RSA keys names <Default-RSA-key>
```

Workaround:

- You can configure most commands that require user interaction by means of the ASDM panels.
- For CLI commands that have a noconfirm option, use the noconfirm option when entering the CLI command. For example:

```
crypto key generate rsa noconfirm
```

Printing from ASDM



Note

Printing is supported only for Microsoft Windows 2000 or XP in this release.

If you want to print from within ASDM, start ASDM in application mode. Printing is not supported in applet mode in this release.

ASDM supports printing for the following features:

- The Configuration > Features > Interfaces table
- All Configuration > Features > Security Policy tables
- All Configuration > NAT tables
- The Configuration > Features > VPN > IPSec > IPSec Rules table
- Monitoring > Features > Connection Graphs and its related table

Unsupported Commands

ASDM does not support the complete command set of the CLI. In most cases, ASDM ignores unsupported commands, and they can remain in your configuration. In the case of the **alias** command, ASDM enters into Monitor-only mode until you remove the command from your configuration.

Effects of Unsupported Commands

- If ASDM loads an existing running configuration and finds IPv6-related commands, ASDM displays a dialog box informing you that it does not support IPv6. You cannot configure any IPv6 commands in ASDM, but all other configuration is available.
- If ASDM loads an existing running configuration and finds other unsupported commands, ASDM operation is unaffected. To view the unsupported commands, see **Options > Show Commands Ignored by ASDM on Device**.
- If ASDM loads an existing running configuration and finds the **alias** command, it enters Monitor-only mode.

Monitor-only mode allows access to the following functions:

- The **Monitoring** area
- The CLI tool (**Tools > Command Line Interface**), which lets you use the CLI commands

To exit Monitor-only mode, use the CLI tool or access the security appliance console, and remove the **alias** command. You can use outside NAT instead of the **alias** command. See the *Cisco Security Appliance Command Reference* for more information.



Note

You might also be in Monitor-only mode because your user account privilege level, indicated in the status bar at the bottom of the main ASDM window, was set up as less than or equal to 3 by your system administrator, which allows Monitor-only mode. For more information, see **Configuration > Device Administration > User Accounts** and **Configuration > Device Administration > AAA Access**.

Ignored and View-Only Commands

The following table lists commands that ASDM supports in the configuration when added by the CLI, but that cannot be added or edited in ASDM. If ASDM ignores the command, it does not appear in the ASDM GUI at all. If it is view-only, then the command appears in the GUI, but you cannot edit it.

Unsupported Commands	ASDM Behavior
access-list	Ignored if not used, except for use in VPN group policy screens
asr-group	Ignored
capture	Ignored
established	Ignored
failover timeout	Ignored
ipv6 , any IPv6 addresses	Ignored
object-group icmp-type	View-only

Unsupported Commands	ASDM Behavior
object-group network	Nested group is view-only
object-group protocol	View-only
object-group service	Nested group cannot be added
pager	Ignored
pim accept-register route-map	Ignored. Only the list option can be configured using ASDM
prefix-list	Ignored if not used in an OSPF area
route-map	Ignored
service-policy global	Ignored if it uses a match access-list class. For example: <pre>access-list myacl line 1 extended permit ip any any class-map mycm match access-list mycl policy-map mypm class mycm inspect ftp service-policy mypm global</pre>
sysopt nodnsalias	Ignored
sysopt uauth allow-http-cache	Ignored
terminal	Ignored
virtual	Ignored

ASDM Limitations

ASDM does not support the one-time password (OTP) authentication mechanism.

Other CLI Limitations

- ASDM does not support discontinuous subnet masks such as 255.255.0.255. For example, you cannot use the following:

```
ip address inside 192.168.2.1 255.255.0.255
```

Securing the Failover Key

To prevent the failover key from being replicated to the peer unit in clear text for an existing failover configuration, disable failover on the active unit (or in the system execution space on the unit that has failover group 1 in the active state), enter the failover key on both units, and then reenables failover. When failover is reenables, the failover communication is encrypted with the key.

Follow this procedure on the active device:

- Step 1** Perform one of the following steps, depending on your security context mode:
- If your device is in single mode, navigate to **Configuration > Features > Properties > Failover > Setup**.

- b. If your device is in multiple mode, navigate to **System > Configuration > Features > Failover > Setup**.
 - Step 2** Turn off failover. (The standby should switch to pseudo-standby mode.)
 - a. Clear the **Enable failover** check box.
 - b. Click **Apply**. (Click **OK** if CLI preview is enabled.)
 - Step 3** Enter the failover key in the **Shared Key** box.
 - Step 4** Reenable failover.
 - a. Select the **Enable failover** check box.
 - b. Click **Apply**. (Click **OK** if CLI preview is enabled.) A dialog box about configuring the peer appears.
 - Step 5** Enter the IP address of the peer. Wait about 60 seconds. Even though the standby peer does not have the shared failover key, the standby peer still could become inaccessible.
 - Step 6** Click **OK**. (Click **OK** if CLI preview is enabled.) Wait for configuration to be synchronized to the standby device over the encrypted failover LAN connection.
-

Caveats

The following sections describe caveats for the 5.0 release.



Note

If you are a registered cisco.com user, view Bug Toolkit on cisco.com at the following website:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

To become a registered cisco.com user, go to the following website:

<http://tools.cisco.com/RPF/register/register.do>

Open Caveats - Release 5.0

- CSCeg14905
 - A newly-created Access Rule might be lost if you cancel when adding a subsequent rule. This sequence of steps causes the error:
 1. Add a simple access rule on the **Security Policy > Access Rules** panel. Do not apply the changes.
 2. Click **Add** to add another access rule.
 3. Select the **Manage Service Groups...** button.
 4. In the Manage Service Groups dialog, add a new service group.
 5. Click **Apply**. ASDM generates the service group CLI properly.
 6. Return to the Add Access Rule dialog, click **Cancel**. Do not add a new access rule.

7. On the Access Rules panel, the rule you originally added (in Step 1) is still present. It has not yet been applied.

8. Click **Apply** to send the CLI for the originally added rule.

The "No changes were made" dialog erroneously appears.

Workaround:

- After you create a service group, avoid cancelling out of creating a rule.
- Or, create service group(s) before you create access rules.
- Or, apply the access rule when you first configure it (as in Step 2 above).

- CSCeg67083

On Mozilla 1.7.3 on Linux with Java 1.5.0, if you convert the failover type from serial failover to LAN-based failover then click **Apply**, the ASDM panel locks up and becomes unresponsive.

This sequence of steps produces the error:

1. Load ASDM with serial failover enabled.
2. Go to Configuration > Features > Properties > Failover.
3. Enable LAN based failover as follows:
 - Click **Enable LAN** (rather than serial cable) failover.

```
LAN failover interface gigabit0
Logical name:fover
active IP:10.7.7.1
standby IP:10.7.7.2
subnet mask: 255.255.255.0
State failover interface gigabt0
```

- Click **Apply**. Check that the CLIs sent to the security appliance match those shown above.

The whole panel locks up.

This problem also occurs when you click the Refresh button on the Failover panel.

Workaround:

- Click the **Reset** button on the ASDM panel
- Navigate to another ASDM panel and then return to the Failover panel.

- CSCeg69476

If you are using Mozilla 1.7.3 on SunOS 2.8/2.9 with Java 1.5.0_01, when you launch ASDM, it might not accept any keyboard input.

Workaround:

Remove and re-create the link to the java library twice. (The first time it may not work. The second time it usually works.)

- CSCeg85016

On a Linux client with Mozilla 1.7.3 and JRE 1.5.0, when AAA authorization is enabled for commands, it is not possible to start ASDM. This problem also occurs if the device is using any form of authentication, including AAA Authentication or even enable password.

When you enter a user name and password with privilege level 3, 5 or 15, ASDM does not launch. No errors display and no log is created.

If you do not use login userid/password to log in, this error does not occur.



Note A bug has been filed with Sun Microsystems on this issue. The problem can be reproduced independently of ASDM.

(See: http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6226589 for details of the Sun bug.)

Workaround:

The problem does not occur if you use JRE 1.4.2. Java 1.5.0 is not supported at this time on Linux.

- CSCeh01635

When you invoke ASDM as an applet, the Print feature is unavailable.

Workaround:

Invoke ASDM using the ASDM Launcher. Printing is supported when ASDM is invoked from the Launcher.

- CSCeh06459

On the Configuration > Features > Security Policy > Service Policy Rules panel:

1. If you entered a correct ACL via the CLI, ASDM might mis-represent it in the GUI.
2. If users try to create an outbound ACL for LLQ using specific addresses or networks, ASDM does not allow them to select a host/network correctly in the ACL. ASDM assumes the direction of the ACL is inbound.
3. If you are using an ACL for traffic classification and have either a host or network as the source and/or destination, ASDM does not allow you to create the ACL in the desired direction.

Workaround:

Use a different traffic classification for the rule. (For example: RTP port range, any/any ACL, DSCP, IP Precedence.)

- CSCeh20409

If interfaces are available, then a user should not be able to proceed beyond step 4, "Other Interfaces Configuration," until at least one interface has been named. Setting up address translation (NAT/PAT) or administrative access without named interfaces is subsequent step in futile.

In multiple context mode, if no interfaces have been allocated to a context, the user should be warned that they cannot proceed beyond naming the context (Basic Configuration step 2) until interfaces are allocated to the context in system mode.

If no interfaces are available currently, evoking the Startup Wizard produces an exception, `java.lang.NullPointerException`:

```
at com.cisco.pdm.gui.startupwiz.StartupWizModel.getOutsideIf
    (StartupWizModel.java:426)
at com.cisco.pdm.gui.startupwiz.StartupWizModel.<init>
    (StartupWizModel.java:72)
at com.cisco.pdm.gui.startupwiz.StartupWizModel.<init>
    (StartupWizModel.java:64)
at com.cisco.pdm.gui.startupwiz.StartupWizController.<init>
    (StartupWizController.java:40)
at com.cisco.pdm.gui.startupwiz.StartupWizard.<init>
    (StartupWizard.java:49)
at com.cisco.pdm.gui.startupwiz.StartupWizDialog.<init>
    (StartupWizDialog.java:36)
at com.cisco.pdm.gui.startupwiz.StartupWizDialog.<init>
    (StartupWizDialog.java:25)
```

```

at com.cisco.pdm.gui.Startup.menuItem_ActionPerformed
    (Startup.java:1853)
at com.cisco.pdm.gui.Startup.actionPerformed(Startup.java:1518)
at java.awt.MenuItem.processActionEvent(Unknown Source)
at java.awt.MenuItem.processEvent(Unknown Source)
at java.awt.MenuComponent.dispatchEventImpl(Unknown Source)
at java.awt.MenuComponent.dispatchEvent(Unknown Source)
at java.awt.EventQueue.dispatchEvent(Unknown Source)
at java.awt.EventDispatchThread.pumpOneEventForHierarchy(Unknown Source)
at java.awt.EventDispatchThread.pumpEventsForHierarchy(Unknown Source)
at java.awt.EventDispatchThread.pumpEvents(Unknown Source)
at java.awt.EventDispatchThread.pumpEvents(Unknown Source)
at java.awt.EventDispatchThread.run(Unknown Source)

```

After the `java.lang.NullPointerException`, the Startup Wizard may no longer be evoked from the Wizards menu nor any other menu items.

If no interface is named, a `nat () 0 0.0.0.0 0.0.0.0` command will be generated on clicking finish, which has erroneous syntax.

Workaround:

Do not attempt to finish the Startup Wizard until at least one interface has been named.

- CSCeh24609

If you are using the CLI and you shut down and then bring up the interface through which ASDM is connected, ASDM live logging does not reconnect. It does not show a disconnection message.

Workaround:

Close ASDM, then restart it.

- CSCeh24529

ASDM sometimes allows more than two traffic match criteria for a service policy rule. The CLI does not allow more than two match criteria for a service policy rule and may result an error when this configuration is delivered to the security appliance.

As an example, the following CLIs may be generated by ASDM:

```

class-map dmz-class
match port udp eq 5060
match precedence 0 1 2 3
match tunnel-group DefaultL2LGroup

```

But when the commands are sent to the device, the following error is received:

```

[OK] class-map dmz-class
class-map dmz-class
[OK] match port udp eq 5060
[ERR]match precedence 0 1 2 3
ERROR: multiple match commands are not supported except for the 'match tunnel-group or
default-inspect-traffic' command.

```

The following steps cause the error to occur:

1. Click **Configuration > Features > Security Policy > Service Policy Rules**.
2. Select a service policy rule and click **Edit**.
3. Change the Traffic Match criteria.
4. For the first three to four times, the error message correctly pops up telling more than two criteria cannot be selected. But after that, you can select more than two criteria.

For example, in this case the following three criteria were allowed after couple of attempts:

- Tunnel Group
- TCP or UDP Destination Port
- IP Precedence

Workaround:

Only select the traffic match criteria that is required for the service policy rule.

- CSCeh33941

ASDM port values for WebType ACLs do not match the CLI implementation.

The following CLI help shows the ranges supported for the TCP ports when using the greater than or less than operators:

```
hostname(config)# access-list 1234 webtype permit tcp any gt ?

configure mode commands/options:
<0-65534> Enter port number (0 - 65534)
hostname(config)# access-list 1234 webtype permit tcp any lt ?

configure mode commands/options:
<2-65536> Enter port number (2 - 65536)
```

ASDM, however, supports 1-65535, regardless of whether the greater than or less than operator has been specified.

ASDM does not support:

```
access-list 1234 webtype permit tcp any gt 0
access-list 1234 webtype permit tcp any lt 65536
```

ASDM does not reject the following, which are not accepted by the CLI:

```
access-list 1234 webtype permit tcp any gt 65535
access-list 1234 webtype permit tcp any lt 1
```

When specifying the > or < operator for the WebTCP ACL port values, ASDM does not follow the platform implementation.

Workaround:

To effect this:

```
access-list 1234 webtype permit tcp any gt 0
```

Use ASDM to configure this:

```
access-list 1234 webtype permit tcp any eq 1
access-list 1234 webtype permit tcp any gt 1
```

To effect this:

```
access-list 1234 webtype permit tcp any lt 65536
```

Use ASDM to configure this:

```
access-list 1234 webtype permit tcp any eq 65535
access-list 1234 webtype permit tcp any lt 65535
```

Do not use ASDM to configure:

```
access-list 1234 webtype permit tcp any lt 1
access-list 1234 webtype permit tcp any gt 65535
```

- CSCeh39437

ASDM, and PIX and ASA 7.0 (1) only support English characters. Many fields in ASDM incorrectly allow you to enter non-English characters. If you enter non-English characters in any text entry field, they become unrecognizable once you submit the entry, and you cannot delete or edit them.

The unrecognizable characters also appear in the `show running-config` output.

Note that the CLI prompt does not accept non-English characters.



Note If you are using a non-English keyboard or usually type in language other than English, be careful not to enter non-English characters accidentally.

Workaround:

If you accidentally enter a non-English character in your running configuration, use one of these workarounds:

- If you have not saved the configuration since you submitted the non-English characters and you have not made any other changes since you last saved, restart your security appliance (without saving the configuration) and the problematic entries disappear.
- If you have not saved the configuration since you submitted the non-English characters, but you have made other changes since you last saved, copy the running configuration to another file as a backup. Reboot your device. Rebooting your device erases the non-English characters but also erases any other changes you have made since your last save. Re-enter the configuration changes that were erased when you rebooted your device.
- Another alternative is to remove the non-English characters with the `clear` CLI command. Save your configuration before trying this workaround. The `clear` CLI command removes all configuration for the associated command, not just the entry you are trying to remove.

For example, to remove the network object group with a non-English character group name, enter:

```
clear conf object-group network
```

Unfortunately, this command also removes all network object groups, so you need to reconfigure them to restore the original configuration.

- CSCeh39531

ASDM allows the user to attempt to create the same static NAT for different addresses.

```
[OK]static (inside,outside) 21.1.1.0 1.1.1.0 netmask 255.255.255.0 tcp 0 0 udp 0
[ERR]static (inside,outside) 21.1.1.0 2.2.2.0 netmask 255.255.255.0 tcp 0 0 udp 0
ERROR: mapped-address conflict with existing static inside:1.1.1.0 to
outside:21.1.1.0 netmask 255.255.255.0
```

Workaround:

Only create a translation once. No specific workaround is required. The security appliance does not accept the conflicting translation, and ASDM re-reads the configuration after the error.

- CSCeh39560

Starting with a PIX 500 series security appliance configured for serial-cable failover, either Active/Active or Active/Standby in single mode, an attempt to switch to LAN failover with ASDM results in both devices becoming active. Thus neither device is reliably accessible via its interfaces.

Similarly, switching from LAN to serial-based failover may leave the standby unable to communicate.

One possible scenario starts with serial-based failover configured and operating, but no LAN failover configuration in place. ASDM enables LAN failover, supplies required LAN failover parameters, and processes the Apply button. After the commands are submitted to the primary device, which turns failover off and then back on again, a dialog requesting to configure the failover peer appears. Unfortunately, both devices are in active state since the secondary, which had failover enabled over the serial cable, does not find its active peer and switches to active itself. Previously, the "failover lan enable" command was replicated, which allowed the devices to use compatible configurations.

With LAN failover enabled and operating properly on both devices, a similar scenario results in somewhat different behavior. ASDM disables LAN failover, removes LAN failover parameters if requested, and processes the Apply button. After the commands are submitted to the primary device, which turns failover off and then back on again, a dialog requesting to configure the failover peer appears. The secondary sometimes attempts to synchronize configuration unsuccessfully at this point, eventually recognizing failure, and restarting synchronization, repeating this in a loop without the ability to disable failover because of the synchronization. Only reloading both devices recovers from the loop: the secondary reenters the loop if it alone is reloaded.

Workaround:

To switch from an operating serial-cable failover to LAN failover, ensure that failover is operating with a **show failover** command and that the primary is the active device.

1. Configure some of the LAN failover parameters with failover still on:

```
failover lan interface <IfName> <PortName>
failover lan interface ip <IfName> <IP_prime> <IP_mask> standby <IP_second>
```

2. Turn off failover on the primary with **no failover**, which replicates to the secondary to turn off failover there too.
3. Issue **failover lan enable** and **failover lan unit primary** commands on the primary. (ASDM can submit steps 1, 2, and 3 with a single **Apply** selection.)

4. Perform one of the following steps, depending on your context:

- a. *If in multiple context mode*, replacing <Second_IP> with a standby IP address that is enabled for HTTPS in the admin context, enter the following URL in a web browser:

```
https://<Second_IP>/exec/changeto%20system/failover%20lan%20unit%20secondary/failover%20lan%20enable
```

The browser probably should request authorization.

- b. *If in single context mode*, replacing <Second_IP> with a standby HTTPS enabled IP address, via a web browser visit:

```
https://<Second_IP>/exec/failover%20lan%20unit%20secondary/failover%20lan%20enable
```

The browser probably should request authorization.

- c. Or, open a SSH, telnet, or console session with the secondary device and submit:

```
- changeto system (if in multiple context mode)
- configure terminal
- failover lan unit secondary
- failover lan enable
```

5. Enable failover on the primary either through ASDM or by submitting the **failover** command, which replicates to the secondary device, beginning configuration synchronization to start LAN failover.

To switch from LAN failover operation to serial-cable failover, ensure that failover is operating with a **show failover** command and that the primary is the active device.

1. On the primary device, submit **no failover, no failover lan enable**, and then any other desired commands to remove LAN failover configuration. ASDM may submit this with a single **Apply** selection.
2. Send **no failover lan...** commands to the secondary device with one of the following steps:
 - a. Open a SSH, telnet, or console session with the secondary device and submit:
 - **changeto system** (if in multiple context mode)
 - **configure terminal**
 - **no failover lan enable**
 - **no failover lan unit secondary**
 - b. Or to a single context mode device, replacing <Second_IP> with a standby HTTPS enabled IP address, via a web browser visit:

```
https://<Second_IP>/exec/no%20failover%20lan%20unit%20secondary/failover%20lan%20enable
```

The browser probably should request authorization.

- c. Or to a multiple context mode device, replacing <Second_IP> with a standby HTTPS enabled IP address, via a web browser visit:

```
https://<Second_IP>/exec/no%20failover%20lan%20enable/no%20failover%20lan%20unit%20secondary
```

The browser probably should request authorization.

3. Enable failover on the primary device, **failover**, which will replicate to the secondary device, beginning configuration synchronization to start failover over the serial cable.

- CSCeh41391

On the Add Priority Queue screen, the upper range limit value is too high.

Workaround:

The upper range limit for the priority queue should be 2048 and the transmission ring limit should be 128.

- CSCeh42043

When running on Linux with the Java 1.5 plug-in, the user is unable to select an IP Audit policy for an interface using the mouse.

Workaround:

Click the Choice list with the mouse to drop down the list. Then, use the keyboard arrow keys to move the cursor up and down to select the desired IP Audit policy.

- CSCeh43422

When turning on NSSA default-information originate with metric and metric-type, the metric and metric-type are ignored. This is found in Configuration > Features > Routing > OSPF > Setup under Process Instances > Advanced. The section heading is "Default Information Originate."

Workaround:

Do one of the following. Either:

- Create the new area with default-information originate, metric and metric-type specified initially.

- Or, separately turn on default-information originate and apply the change, then edit again and change the metric and metric-type.

- CSCeh43569

ASDM Live Logging and Log Buffer may fail to yield any output. While in this state, within your Java console you see errors such as:

Exception in thread "AWT-EventQueue-2" java.lang.OutOfMemoryError: Java heap space

After excessive toggling between the logging levels and viewing each log level in the Log Viewer, you may encounter an out-of-memory error.

For example, repeating this sequence of steps produces the error.

1. Specify the logging level for ASDM as Debugging.
2. Go into either Live Log or Log Buffer (Monitoring > Features > Logging.)
3. Select View.
4. Close the view and select a different log level such as Critical.
5. Select View and close the window.

Workaround:

Do not toggle excessively between the views and logging levels.

- CSCeh43624

After editing the key value of an NTP server that was previously configured with a key value, attempting to apply the change results in a dialog saying: "No changes were made."

Workaround:

Delete the NTP server and add it again with the new key value.

- CSCeh49697

On the **Monitoring > Features > VPN > VPN Connection Graphs > IPSec Tunnels** panel, IPSec/IKE Active Tunnels are not being reported correctly sometimes.

A system with VPN sessions may, over time, show incorrect numbers of IKE and/or IPSec tunnels.

Workaround:

Ignore the information from the graphs and use the **Monitoring > Features > VPN > VPN Statistics > Sessions** panel to see the correct number of active tunnels.

- CSCeh50535

On the Configuration -> Routing -> OSPF -> Setup -> Route Summarization panel, when there are two OSPF processes defined, you cannot edit the route summarization of the second OSPF process. After you try to edit it, clicking the OK button does nothing. An exception occurs in the Java console.

Workaround:

Delete the route summarization entry and create a new route summarization entry.

- CSCeh52524

On the **Configuration > Features > Properties > Logging > Syslog Servers** panel, when you select the check box for **Allow user traffic to pass when TCP syslog server is down**, the **Apply** button is not enabled and the CLI cannot be generated.

Workaround:

Make another change in the same panel and cancel that change, then the **Apply** button is enabled. Click **Apply** and ASDM generates the proper CLI.

- CSCeh53158

The wrong commands are sent to the security appliance when a network-object for which a static NAT exists is added to a network object-group for which policy NAT already exists.

For example, network object-group "A" exists and has a policy NAT present. Network "B" exists for which static NAT is configured. Network "B" is added to object-group "A". ASDM generates an invalid command.

Workaround:

Avoid adding network/hosts which have static NAT to an object-group which is using policy-NAT.

Related Documentation

For additional information on ASDM or its platforms, refer to the ASDM online Help or the following documentation found on Cisco.com:

- *Cisco ASA 5500 Series Hardware Installation Guide*
- *Cisco ASA 5500 Series Quick Start Guide*
- *Cisco ASA 5500 Series Release Notes*
- *Migrating to ASA for VPN 3000 Series Concentrator Administrators*
- *Cisco Security Appliance Command Line Configuration Guide*
- *Cisco Security Appliance Command Reference*
- *Cisco PIX Security Appliance Release Notes*
- *Guide for Cisco PIX 6.2 and 6.3 Users Upgrading to Cisco PIX Software Version 7.0*
- *Release Notes for Cisco Intrusion Prevention System 5.0*
- *Installing and Using Cisco Intrusion Prevention System Device Manager 5.0*

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Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

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